

**THE OFFICE OF EFFICIENCY REVIEW
BEST PRACTICES & GUIDELINES FOR IMPLEMENTATION**

DIGITAL DATA SCAN – Arizona Industries for the Blind

Name of Agency & Manager

Department of Economic Security – Tracy Wareing – Director
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What is Document Imaging?

Document Imaging is the conversion of paper documents to digital images able to be quickly searched for and retrieved. The process includes steps such as document preparation, scanning, indexing and quality assurance.

Background

Arizona Industries for the Blind (AIB) is a unit within the Department of Economic Security that provides employment and training opportunities for people who are blind or visually impaired. AIB's document imaging business unit, called Digital Data Scan, recently expanded to a 10,000 square foot facility in Phoenix. Today's technology allows employees with visual impairments to perform document imaging functions accurately and with high quality. Having been awarded a statewide contract to provide digital imaging services under the State's Set Aside Program, AIB's Digital Data Scan is available to use by state agencies and has the ability and capacity to provide competitively priced document imaging services.

Savings and Benefits of Document Imaging

- Availability of Information and Increased Customer Service: Electronic documents can be accessed 24 hours a day, 7 days a week by employees or, where appropriate, the public.
- Improved Security: Electronic documents can be backed up easily to prevent loss and access can be restricted.
- Reduced Costs: Reduce the need and cost for clerical support, storage space and office space.
- Supports Alternative Work Location Arrangements: Allows workers to operate from home or other non-traditional locations without the risk of paper documents, for example Virtual Office environments, which can further reduce costs associated with office space.

Why Use AIB's Digital Data Scan?

- Part of the Arizona State family with competitive pricing - comparable to private industry prices.
- Streamlined procurement process: State Set Aside Contract #EPS080020. *"Until July 1, 2009, all State Governmental Units shall endeavor to set aside at least one percent of their new purchases, and may purchase without competitive bidding, via the Set Aside Procurement Program."* A.R.S. 41-2636
- Relationship with the State Records Management division (ASLAPR) assures compliance with state requirements
- 100% Quality Control: Every scanned image is compared to the original document and inspected for quality, clarity and completeness. Today's technology allows employees with visual impairments to perform document imaging functions accurately and with high quality.
- Highly secure business processes and facility: From the barcode inventory tracking system to a secure facility with limited, secured access, AIB's Digital Data Scan has proven to customers it can be trusted with the most sensitive documents. Employees have valid fingerprint clearance cards issued by the State of Arizona.

Cost Savings Estimated

Although requirements vary, a banker's box (approx. 2,500 pages) can be scanned and indexed for as little as \$300. The largest cost savings result from staff time saved due to quick and reliable access to documents. A PricewaterhouseCoopers study found that companies on average spend \$30 in labor to file a document and \$120 to find a misfiled document and that 7.5% of all hard copy documents get lost.

Current Clients

Existing reference accounts include: The City of Phoenix, Foundation for Blind Children, OSHA, State Capital Post Conviction Defenders, and Department of Economic Security.

How to Implement at Your Agency

1. Ask staff members to arrange a free consultation by contacting John O'Leary (see Point of Contact).
2. Identify business reasons to image documents.
3. Select an Operations Manager/s that understands agency documents and associated business processes.
4. Select an IT Manager

Point of Contact

John O'Leary, Digital Data Scan Manager – (602) 771-9104 office; – (602) 616-1721 cell; – joleary@azdes.gov

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